

HiePRO Vendor Registration Guide

Vendor registration for HiePRO is an easy process and can be completed in a matter of minutes.

What you'll need to get started

1. **eHawaii.gov Account** login and password.
2. **FEIN** or **SSN** (if sole proprietor)

Creating an eHawaii.gov Account

An eHawaii.gov portal account allows you to log on to our services to access our programs requiring a log in, such as Hawaii Compliance Express, Hawaii Business Express or eCrim. If you do not have an eHawaii portal account, please follow these instructions first. Some users may already be signed up for this.

1. Go to: <https://hiepro.hawaii.gov>
2. Select the **Create eHawaii Account** button.

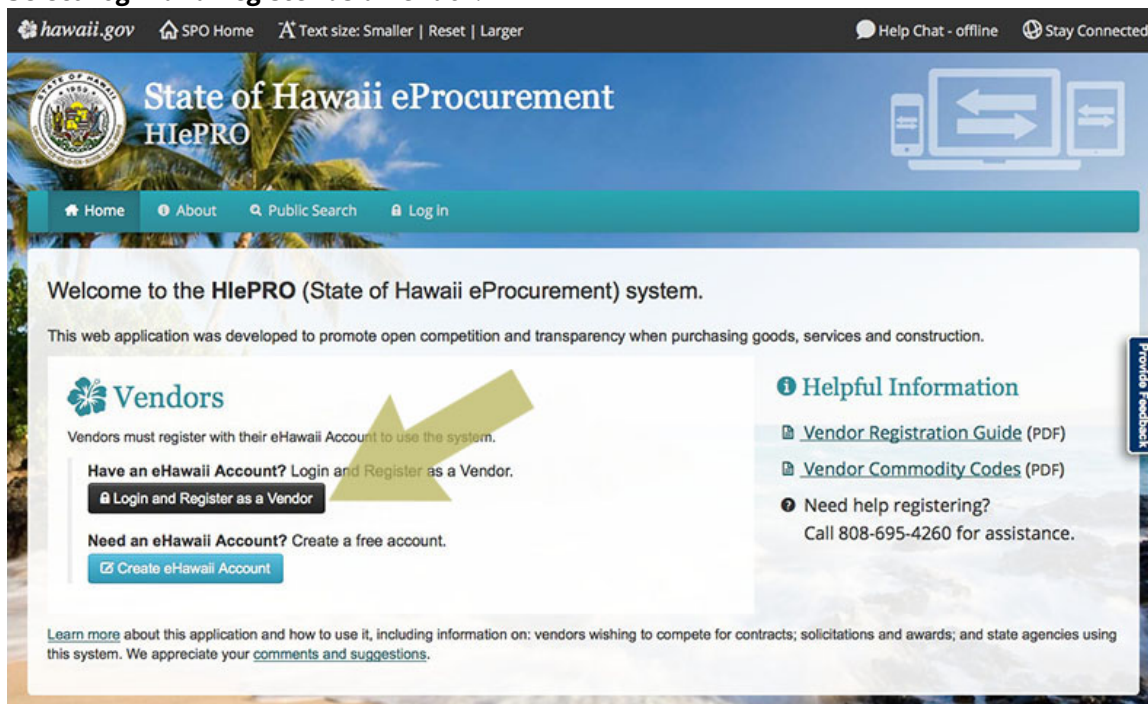


3. Complete all required information and select **Create Account**.

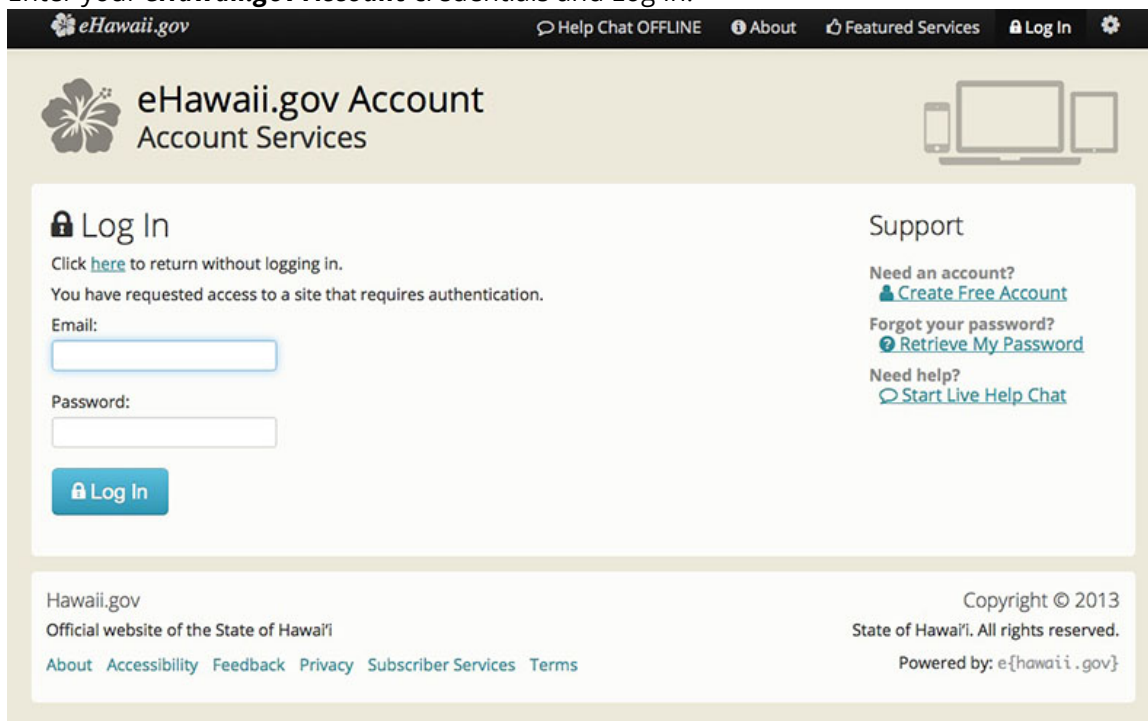
Congratulations! You set up an eHawaii.gov account. Now you can **Register as a Vendor**.

Register as a Vendor

1. Go to: <https://hiepro.hawaii.gov>
2. Select **Login and Register as a Vendor**.



3. Enter your **eHawaii.gov Account** credentials and Log In.



4. Complete the **Business Information** and **Primary Contact** information fields. Information will display as typed.

Business Information	Primary Contact
FEIN or SSN <input type="text" value="88-888888"/>	First Name <input type="text" value="Michael"/>
Legal Business Name <input type="text" value="Sunny Daze"/>	Last Name <input type="text" value="Raymond"/>
Doing Business As <input type="text" value="Sunny Daze Construction"/>	Title/Position <input type="text" value="President"/>
Business Address 1 <input type="text" value="111 Aloha Way"/>	Email <input type="text" value="name@email.com"/>
Business Address 2 <input type="text"/>	Telephone (example: 1234567891, (123) 456-7890, 1234567891-12345; foreign: +81-751234567) <input type="text" value="(808) 123-5647"/>
City <input type="text" value="Honolulu"/>	Alternate Telephone (example: 1234567891, (123) 456-7890, 1234567891-12345; foreign: +81-751234567) <input type="text" value="(808) 123-5647"/>
State <input type="text" value="Hawaii"/>	
County <input type="text" value="Hawaii"/>	
Zip Code <input type="text" value="96821"/>	
Country <input type="text" value="United States"/>	

5. Using the **Code Table**, type words associated with your industry and select a commodity code.

Code Table

Select	NIGP Code	NIGP Title	Action
Enter at least two characters to get commodity code suggestions. Click here for list of most commonly used codes.			
<input type="text" value="web"/>			<input type="button" value="Add"/>
<div> All web 70090, Web Handlin/Control Eq/Sup 70091, Web Type Printing Presses 92003, App Serv Prov ASP Web Bas Hos 91596, Web Page Design Mgmt/Maint Ser 59064, Tape and Webbing, Elastic </div>			

submit offers on behalf of the company that I have entered.

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6. Once a code is selected from the menu, select **Add**. Your selected commodity code(s) will display in the Code Table with an option to remove it if needed.

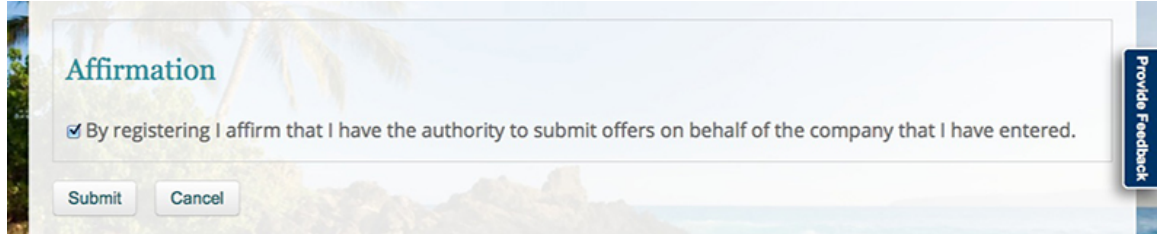
Code Table

Select	NIGP Code	NIGP Title	Action
<input type="checkbox"/>	92003	Application Service Provider (ASP) (Web Based Hosted)	<input type="button" value="Remove"/>
<input type="button" value="Delete Selected"/> <input type="button" value="Delete All"/>			
Enter at least two characters to get commodity code suggestions. Click here for list of most commonly used codes.			
<input type="text" value="91596,"/>			<input type="button" value="Add"/>

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7. If you wish to remove a commodity code, choose it from the Code Table and select the **Remove** button. The commodity code will be removed.

8. Select the **Affirmation** checkbox, "*By registering I affirm that I have the authority to submit...*" The checkbox should be checked. Select the **Submit** button.

A screenshot of a web form titled "Affirmation" in blue text. Below the title is a checkbox with a blue checkmark, followed by the text "By registering I affirm that I have the authority to submit offers on behalf of the company that I have entered." At the bottom of the form are two buttons: "Submit" and "Cancel". On the right side of the form, there is a vertical blue button labeled "Provide Feedback". The background of the form is a light blue gradient with a faint image of palm trees and a beach.

9. Vendor Registration confirmation page displays with your HCE compliance status. Select the **Continue** button.

A screenshot of a web form titled "Vendor Registration Confirmation" in blue text. Below the title is a message: "Another one of Sean's businesses status in HCE is Compliant. The company's status in HCE must be compliant in order to receive an award." Below this message is a list of four items, each with a number and a status: "1. Department of Commerce and Consumer Affairs (DCCA): Not Applicable", "2. Department of Taxation (DOTAX): Compliant", "3. Internal Revenue Service: Compliant", and "4. Department of Labor: Compliant". At the bottom of the form is a button labeled "Continue". The background of the form is a light blue gradient with a faint image of palm trees and a beach.

You will be sent to your Vendor Dashboard display.

Troubleshooting Guide

ID#	Problem	Answer
1	I don't know if I have an eHawaii.gov account.	An eHawaii.gov account allows you to log on to our services to access our programs requiring a log in, such as Hawaii Compliance Express, Hawaii Business Express or eCrim. Go to https://hiepro.hawaii.gov and select <i>Register as a Vendor</i> . This will take you to where you may retrieve your password or set up a free account.
2	Where do I go to get an eHawaii.gov account?	An eHawaii.gov account allows you to log on to our services to access our programs requiring a log in, such as Hawaii Compliance Express, Hawaii Business Express or eCrim. Go to https://hiepro.hawaii.gov to retrieve your password or set up a free account.
3	I have an eHawaii.gov account but don't know my password.	Go to https://hiepro.hawaii.gov . Go to Log In, and then select the <i>Forgot my Password</i> link.
4	I have an eHawaii.gov account and I know my password.	Go to https://hiepro.hawaii.gov and select the <i>Log In</i> button.
5	Where is the Vendor Registration form?	The Vendor Registration form is available once you have logged in to HlePRO by clicking the Login and Register as a Vendor button and entering your eHawaii.gov credentials
6	Is there a Vendor Registration form as a PDF?	All vendor registrations are conducted online.
7	How do I get immediate help?	During business hours, (M-F 7:45 AM-4:30 PM HST) select the <i>Online Help Chat</i> link on the top right hand part of the site or call 808-695-4260.
8	What are the Commodity Codes used for?	Commodity Codes are used to associate buyers, vendors and solicitations. Your notifications are based on the Commodity Codes you select. HlePRO is using the NIGP codes.
9	What if I don't know my Commodity Codes?	Use the Commodity Code search box and type in a few letters of the goods, services, or construction you provide. Different combinations of the NIGP codes will be displayed. For any search you can also select the "All <search term>" item at the top of each set of results. That will attach all the similar codes displayed in the dropdown to your profile.
10	Can I change my Commodity Codes?	Yes, go to HlePRO, login as a vendor, and select the <i>Change My Profile</i> icon in the vendor dashboard. You will see a tab your commodity codes and you can make changes as needed.
11	Will I get emails about all solicitations posted?	As long as the solicitation or award has commodity codes that match your profile and your email or server does not block them, you will get email notifications. It is recommended that you visit the site regularly to track solicitations and awards that may be of interest to you. You do not need to log in to see the notices for solicitation. Go to https://hiepro.hawaii.gov and select <i>Public Search</i> .
12	Can I access this site from my mobile device?	Yes, HlePRO is enabled for mobile devices.

Need help registering as a vendor?

If you need help registering as a vendor, please contact eHawaii.gov support at:

Telephone: (808) **695-4620**

Email: **hiepro@hawaii.gov**

Online Chat (weekdays 7:30am - 4:30pm)

<http://messenger.providesupport.com/messenger/hic.html>

State Procurement Office - Contact Information

Questions? Contact us at the State Procurement Office at 808.586.0554 or hiepro@hawaii.gov.